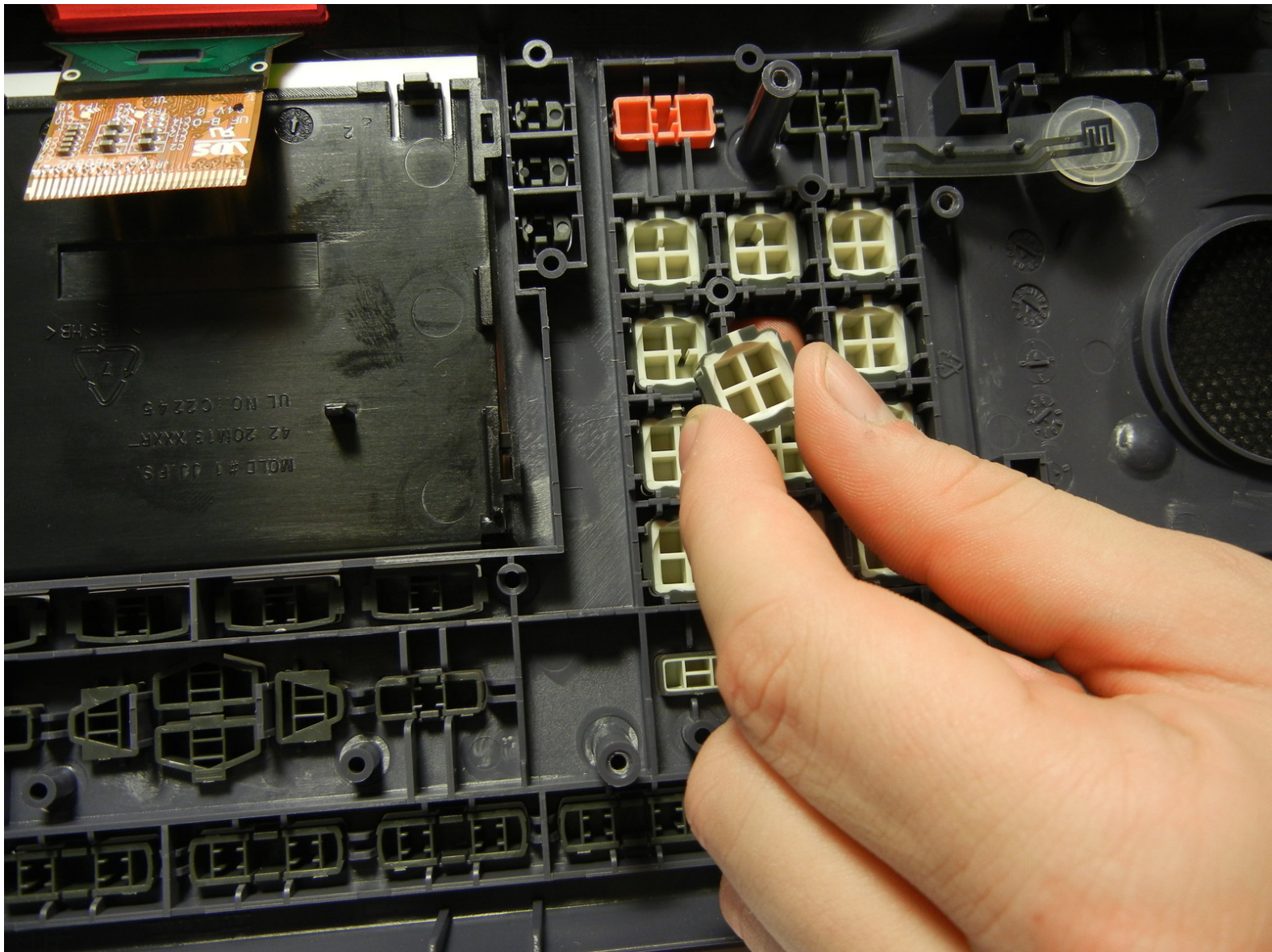




# Nortel Networks i2004 IP Buttons Replacement

This guide helps you replace the font panel buttons.

Written By: Andrew Wang



## INTRODUCTION

If some buttons are not working on your phone, use this guide to replace them.

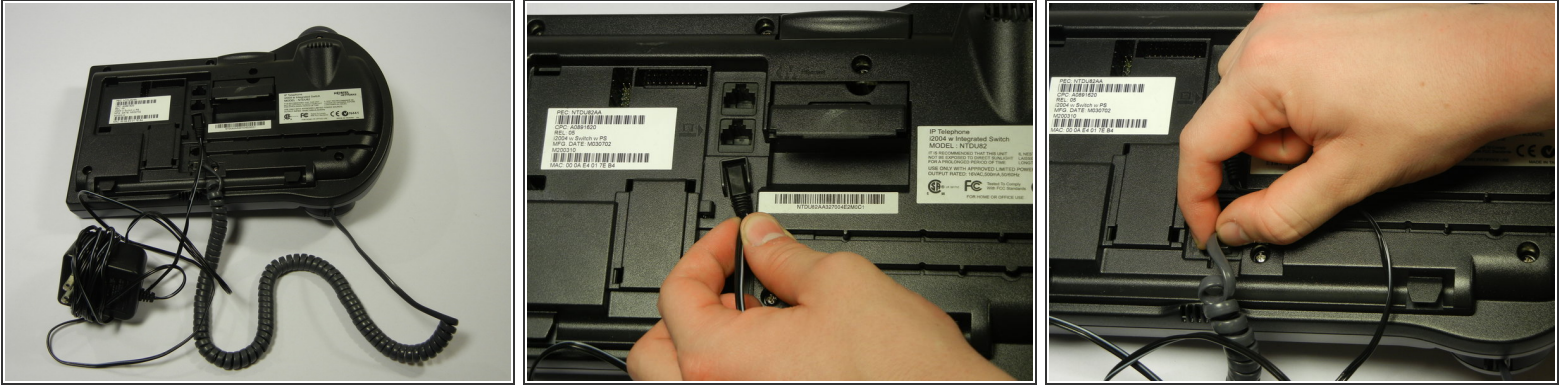
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### TOOLS:

- [Flathead Screwdriver](#) (1)
  - [Phillips #2 Screwdriver](#) (1)
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## Step 1 — Back Cover



- Flip the phone over to view the back.
- Remove the power and phone cords.

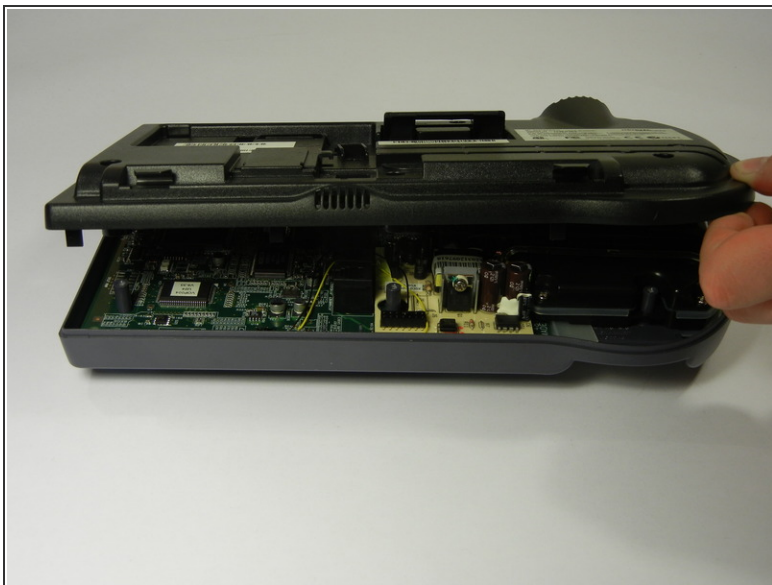
## Step 2



- Remove the seven 8mm Phillips #2 screws.



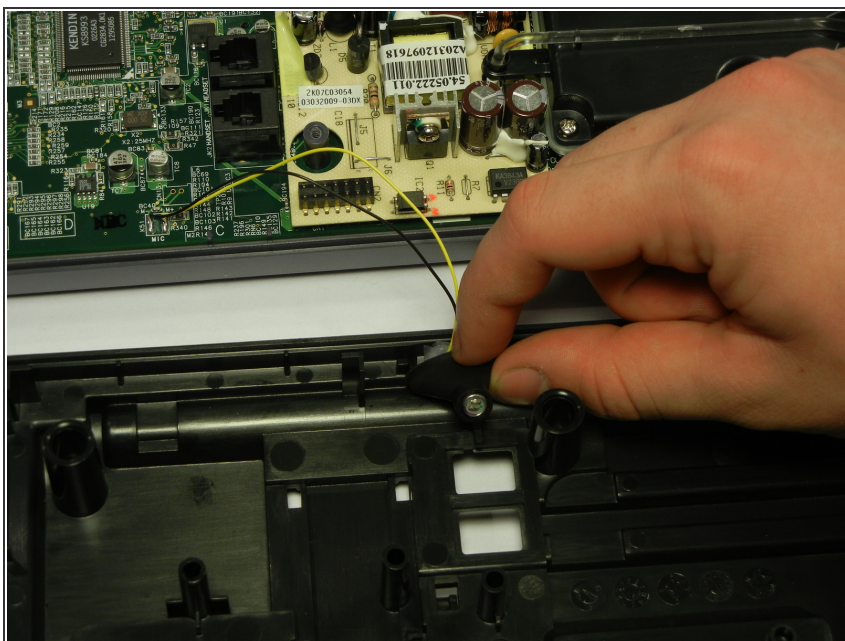
## Step 3



⚠ Lift up the back cover slowly because there are still wires attached to the circuit board.

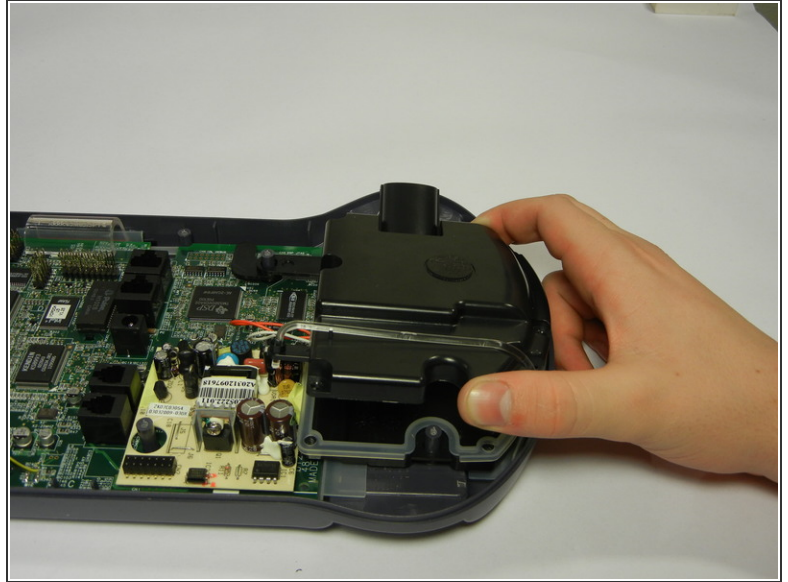
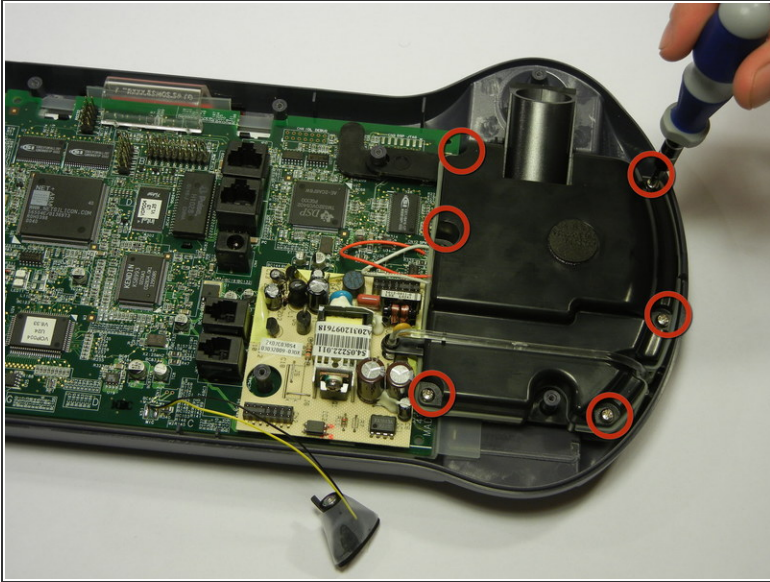
ℹ Lifting the back cover should not require a lot of force; simply lift with your fingertips.

## Step 4



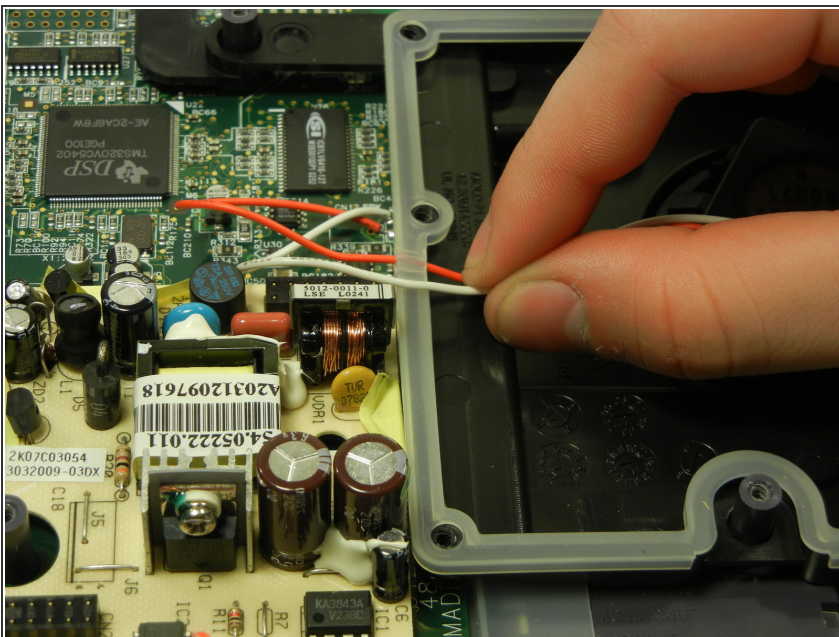
- Disconnect the rubber piece by pulling it out of the slot, freeing the back cover completely.

## Step 5



- Remove the six 8mm Phillips #2 screws.
- Pull the speaker phone cover straight up.

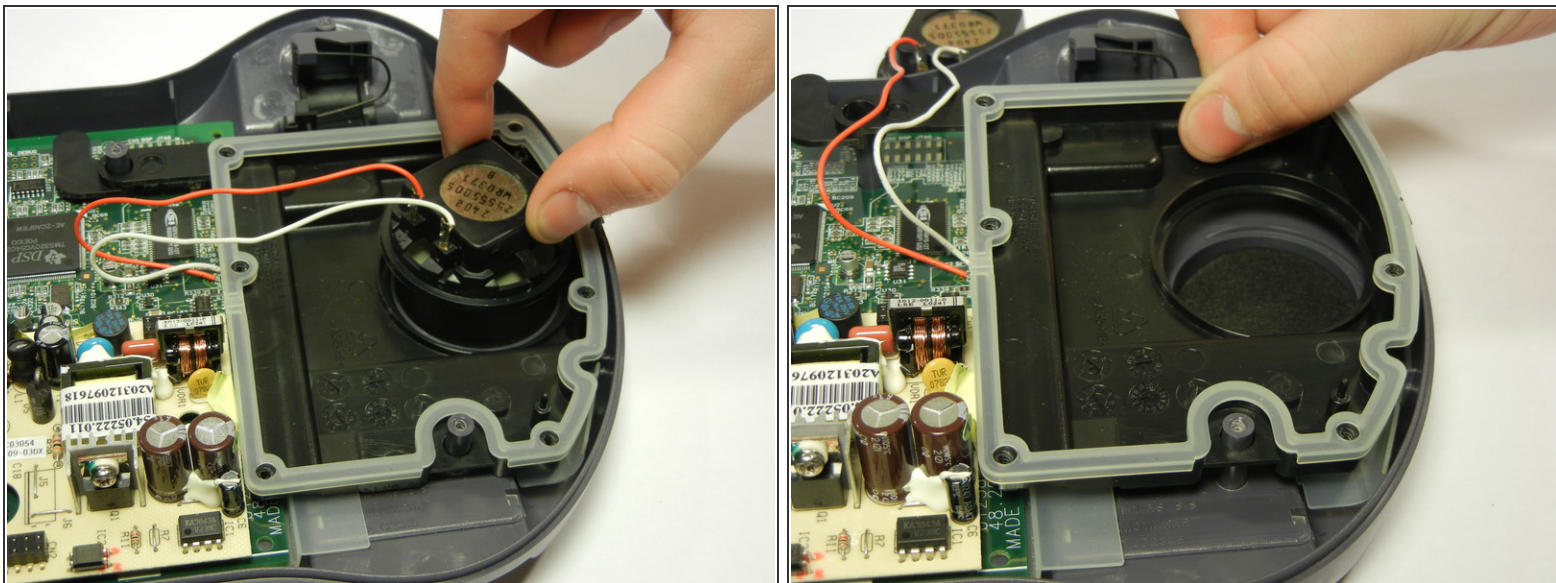
## Step 6 — Circuit Board



- Remove the red and white wires from the rubber casing rim.

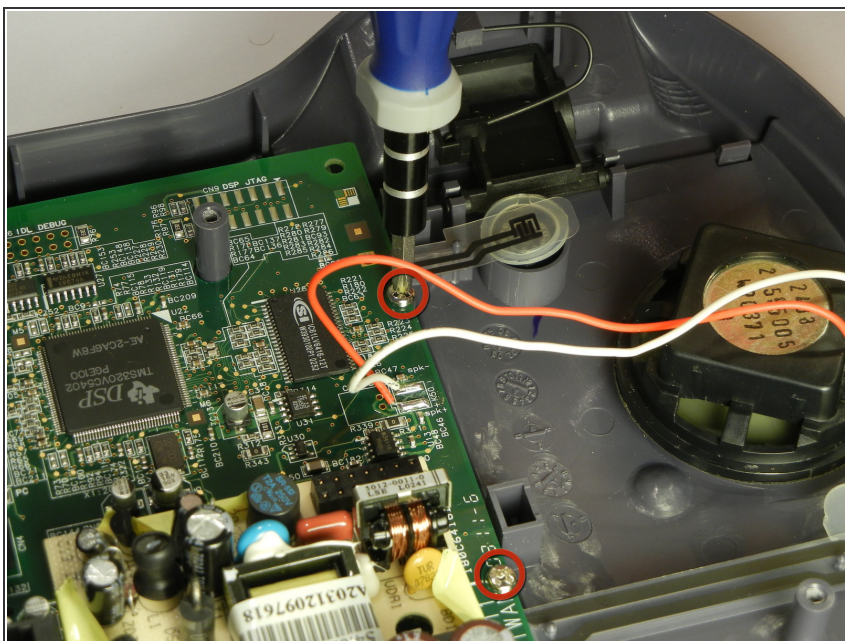


## Step 7



- Lift out the speaker and set it away from the tray that holds it.
- Then remove the black plastic tray at the bottom by lifting it straight up.

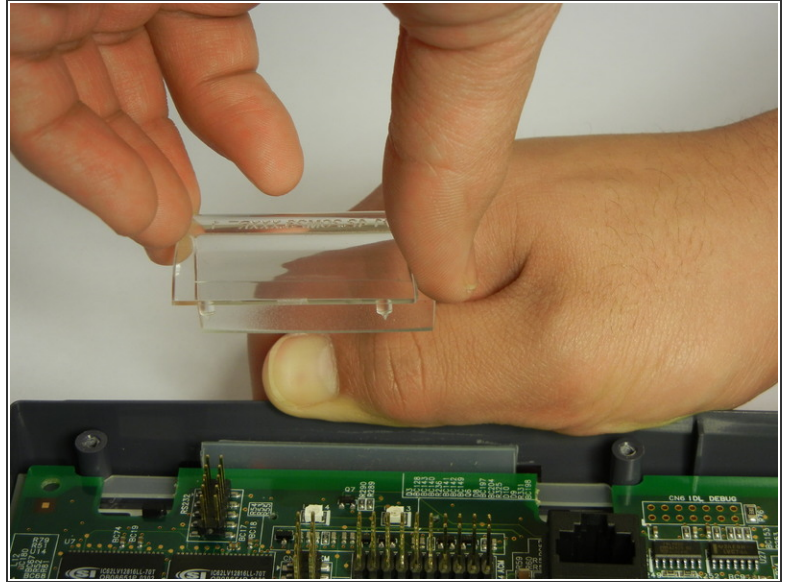
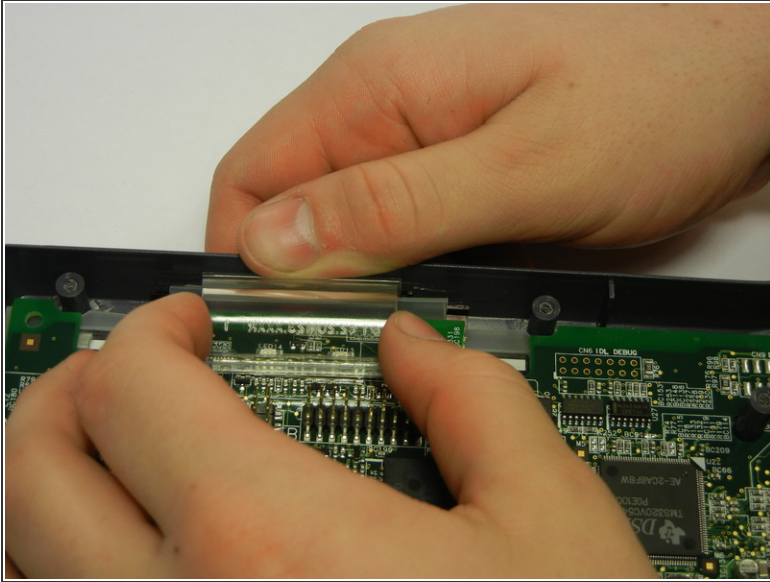
## Step 8



- Remove the two 8mm Phillips #2 screws.

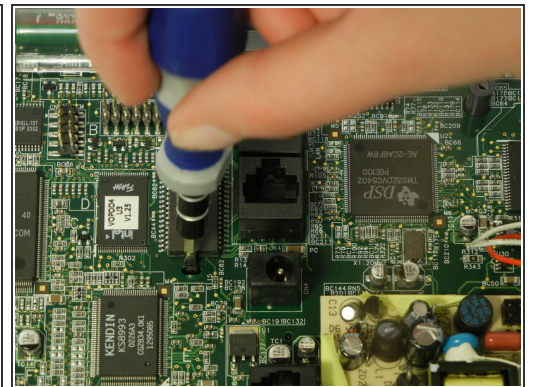
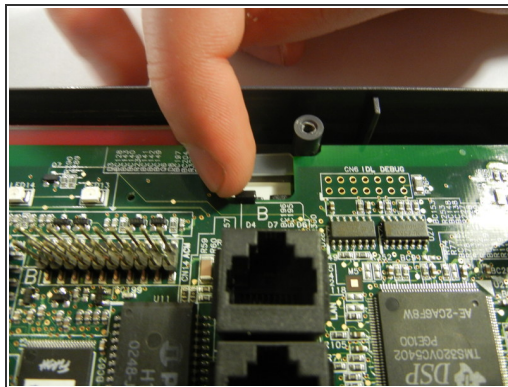
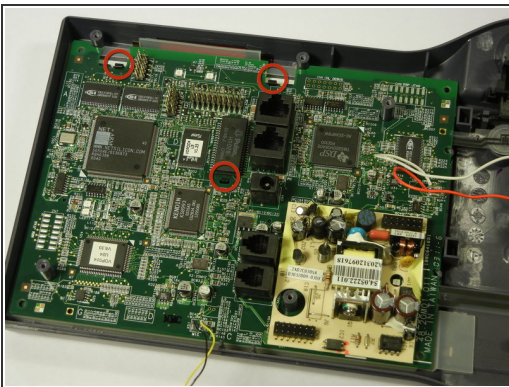


## Step 9



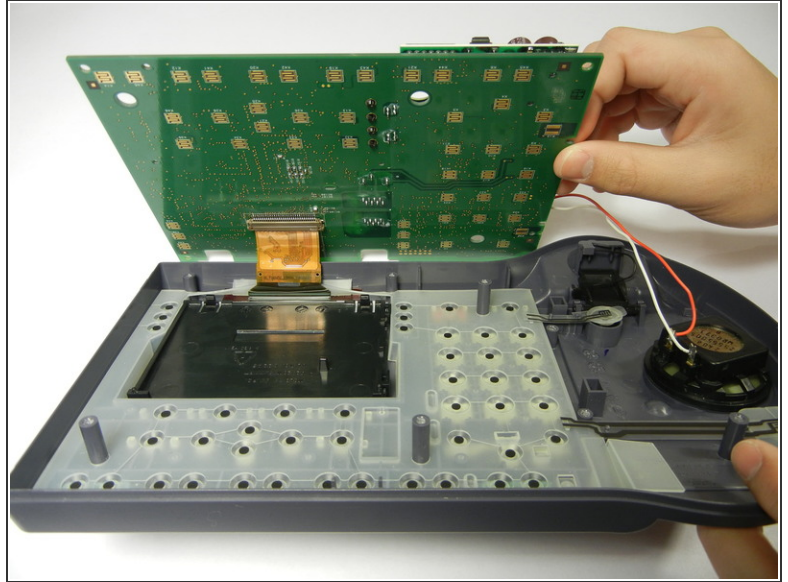
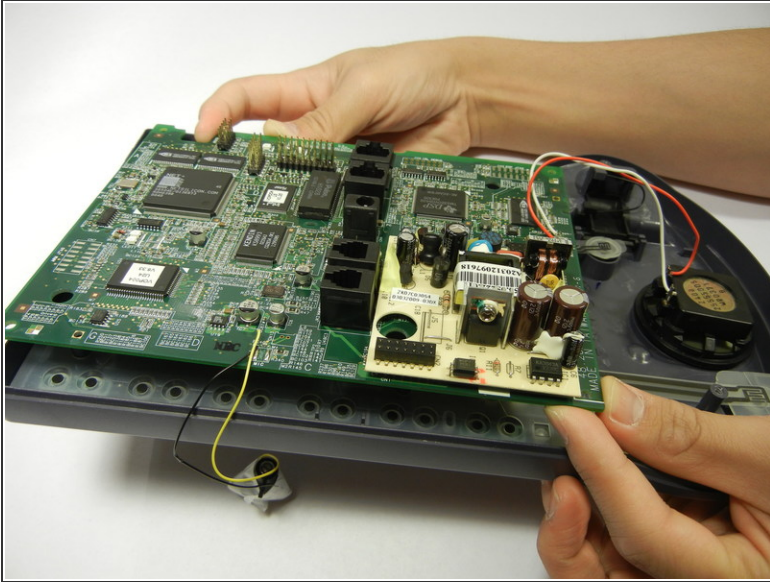
- Pull the gray plastic casing away from the circuit board as you remove the clear, curved, plastic piece straight up.

## Step 10



- There are three clips on the circuit board to un-clip.
- Unclip both back black clips with your fingertips.
- Push the middle black clip towards the bottom of the picture with a flathead screwdriver.

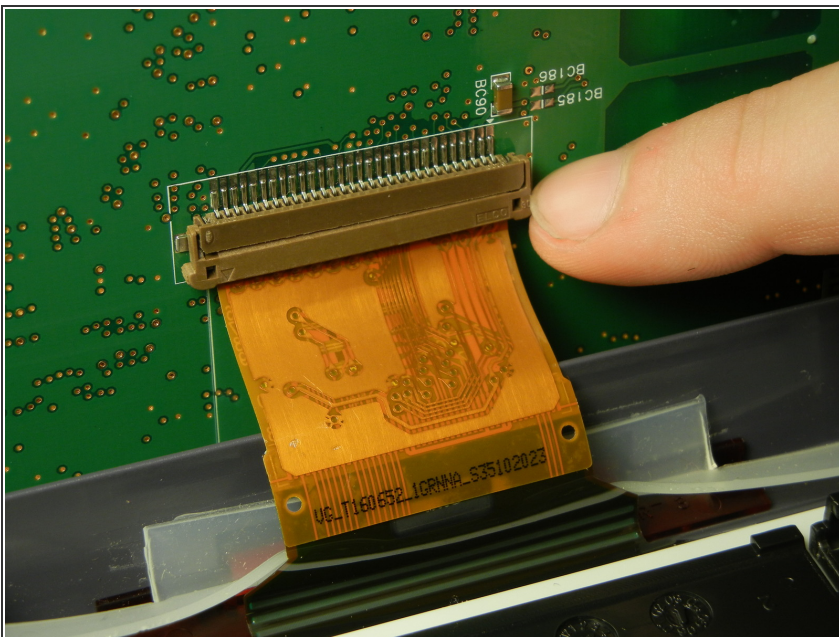
## Step 11



⚠ There's a brown ribbon still attached to the circuit board and phone case, so don't pull the circuit board completely off just yet.

- Lift the edge of the circuit board over the phone case and slightly up, so the bottom of circuit board can be viewed.

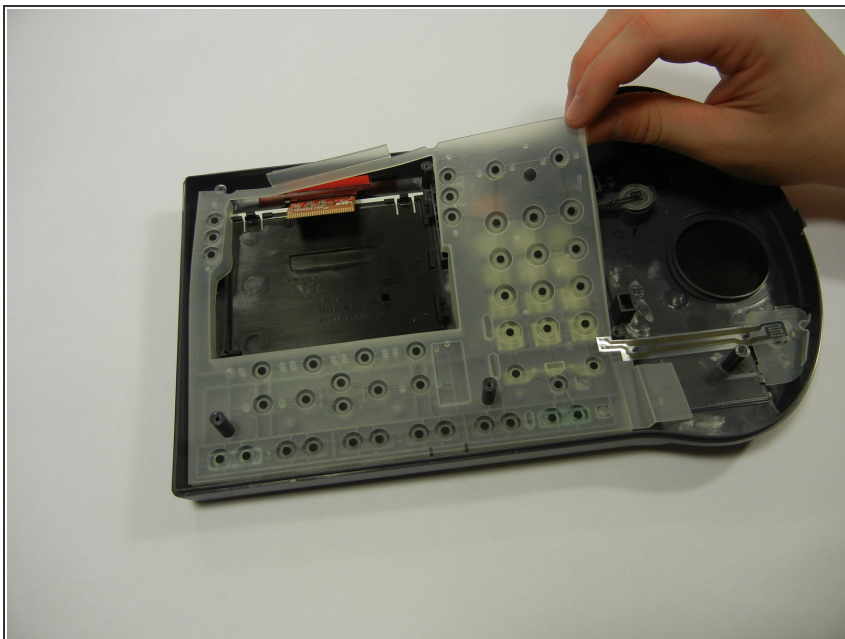
## Step 12



- Push down each brown clip on either side of the brown metal strip using your fingertip.
- Detach the circuit board from the brown ribbon.

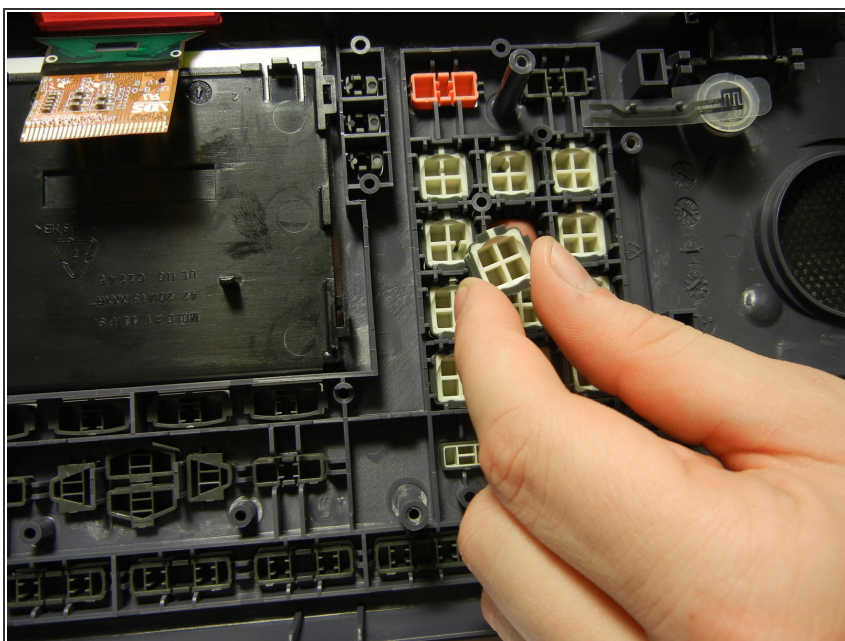


## Step 13



- Remove the clear rubber casing.
- ⓘ Be careful not to flip over the front phone casing or all of the buttons will fall out.

## Step 14 — Buttons



- Press the broken button from the front of the phone.
- Remove the broken button through the back.

To reassemble your device, follow these instructions in reverse order.